

MEMORANDUM

TO: Service List in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84

FROM: Caroline M. O'Brien, Hearing Officer

DATE: October 22, 2001

RE: Procedure for filing Service Quality Plans

cc: Mary Cottrell, Secretary

In Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84 (2001), the Department directed each gas and electric distribution company who files a petition under G.L. c. 164, § 94 for a general rate increase to include a PBR plan containing the service quality ("SQ") standards developed in that proceeding. The Department also directed each of the electric or local gas distribution companies who has a SQ plan and who chooses not to petition for a G.L. c. 164, § 94 rate increase, to file a revised SQ plan by October 29, 2001.¹ Id. at 42. Finally, we advised that if a gas or electric distribution company submitted a SQ plan that deviates from these SQ guidelines, that company shall provide full and complete support for its proposal and the reasons for any departures from the SQ guidelines stated in this Order. Id.

To facilitate the Department's review of the gas and electric distribution companies' SQ plans, the Department directs all gas and electric distribution companies to include the following material with their proposed plans: (1) redline/strike-out version of SQ plan comparing actual plan to guidelines; (2) historical data for all SQ measures and reporting requirements including the data on which benchmarks are established; (3) detailed explanations of deviations in proposed plan from the Department's guidelines in D.T.E. 99-84. This D.T.E. 99-84

¹ Fitchburg Gas and Electric Light Company and Western Massachusetts Electric Company do not presently have SQ plans. Therefore, by letters dated August 22, 2001, the Department directed these two companies to file SQ plans, in accordance with the D.T.E. 99-84 guidelines by October 29, 2001.

directive also applies to Blackstone Gas Company and Berkshire Gas Company, who have already made SQ filings pursuant to D.T.E. 99-84, to the extent that the Companies have not included this material already.² Furthermore, any person or entity who seeks to comment on these plans must do so not later than 4:00 p.m. on Wednesday, November 7, 2001. Commenters should file this information with Mary L. Cottrell, Secretary to the Department of Telecommunications and Energy, One South Station, Boston, Massachusetts, 02110. Also, comments must be filed in electronic format using one of the following methods:

- (1) by e-mail attachment to dte.efiling@state.ma.us; or
- (2) on a 3.5" disk, IBM-compatible format. The text of the e-mail or the disk label must specify: (1) the docket number of the proceeding; (2) name of the person or company submitting the filing; and (3) a brief descriptive title of the document (e.g., Initial Comments or Reply Comments). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in Word Perfect (naming the document with a ".wpd" suffix), in Microsoft Word, (naming the document with a ".doc" suffix) or as an Adobe PDF file (naming the document with a ".pdf" suffix). Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's Website, <http://www.magnet.state.ma.us/dpu>.

² Blackstone Gas Company and Berkshire Gas Company filed SQ proposals in their rate cases, D.T.E. 01-50 and D.T.E. 01-56, respectively.

